

# FRIARSGATE

## FOCUS

August 2017

### HERE COMES THE SUN



#### **Summer time and the importance of sun cream when out in the sun.**

Use at least a factor 15 sun screen to protect against UVB. Make sure you wear suitable

clothing and spend time in the shade when the sun is at its strongest (between 11am-3pm March to October). Adults should use at least 2 tablespoons of sunscreen cover their entire body which should always be applied at least 30 minutes before going out into the sun. It should be reapplied frequently and liberally, especially after being in water.

If you do burn sponge with cool water and apply after sun or calamine lotion. Paracetamol or Ibuprofen can be taken to ease pain

and reduce inflammation. If you feel unwell, the skin swells or blisters seek medical attention.

### TRAVELING ABROAD

If you are going away this summer please remember to contact the practice to discuss holiday vaccinations. We will conduct a travel risk assessment based on your itinerary and take into account any existing medical conditions before advising on vaccines and/or medication needed.

We carry a full range of vaccines in stock and we recommend you book an appointment 6-8 weeks in advance. The Practice is an accredited yellow fever centre.

### YOU SAID – WE DID



**BP Pod touchscreen hard to use.** A new one has been installed which is easier to use and has a bigger screen.

**Practice information flyers too small for visually impaired patients.** New bigger flyers have

been produced and a large poster put up to inform patients.

**Too many options on the phone when calling the practice.** This has now been slimmed down to two.

**Cancellation message line out of place amongst the options.** This has now been moved to option two.

### DUTY TRIAGE SYSTEM

The Friarsgate practice operates a duty doctor system daily at the Weeke surgery. This system is available Mon- Fri 8am -18:30pm.

If you feel you have an urgent problem or need advice that day, and your own GP is not available, you will be offered a **telephone consultation** with our duty doctor who will be able to arrange an appointment that day or with your own GP or another member of the team when appropriate.

**Please make sure you are available to take a call.** Due to the sheer volume of calls we receive every day the duty doctor will only be able to try you once. If for any reason you miss the call if you still require advice please call the surgery back as soon as possible.

**WE DO NOT OFFER A WALK-IN EMERGENCY CLINIC**— if you require urgent care; please call the surgery on 01962 871730

### **FLU CLINICS**

The Friarsgate Practice will begin running flu clinics from September 2017. The practice will contact all eligible patients so please wait for an invitation to book an appointment if: you are over 65; pregnant; have a serious medical condition; live in a residential or nursing home; you're the main carer for an elderly or disabled person; your child is in an at risk group and is aged between 6 months and 2 years. If you are not sure please contact the practice for further advice.



### **LYME DISEASE**

Lyme disease/Lyme Borreliosis, is a bacterial infection spread to humans by ticks - tiny spider like creatures found in woodland and heath areas, feeding on the blood of birds and mammals, including humans. It's estimated there are 2/3 thousand new cases in the UK each year.

If you find a tick on your or your child's skin, remove it by gently gripping it as close to the skin as possible. Use a pair of fine tipped tweezers that won't squash the tick, or use a tick removal tool (available from pet shops or vets). Pull steadily away from the skin without twisting or crushing the tick.

Many people with early-stage Lyme disease develop a distinctive circular rash at the site of the tick bite, 3 – 30 days after being bitten. The rash is often described as looking like a bull's-eye on a dart board. The affected area of skin will be red and the edges may feel slightly raised. If a rash like this develops then contact your GP for advice and treatment.

### **WAVE INITIATIVE UPDATE**

We think that this initiative is a great way to boost communication between ourselves and our patients. We have two wonderful volunteers who you will see in waiting area at Weeke Surgery on a Thursdays and Fridays.

We would like to encourage more patients to join our Patient

Participation Group and assist in this project. If you are interested in volunteering for this initiative or any future initiatives please let reception know.

### **DNAs**

Not just part of your genes!

In the last year the Friarsgate practice lost 6% of its appointments to patients who **Did Not Attend** and did not cancel.



If you no longer require an appointment the practice has several ways in which you can cancel:

- ~ Via the webpage.
- ~ Telephone on 01962 871730.
- ~ By replying to a reminder text message
- ~ Drop into either one of our surgeries
- ~ Online- you will need to register for patient access to use this service.